

***Quality customer support is the hallmark of Best Software. And with Abra SupportPlus, it begins on day one. From the moment your membership begins, you're entitled to a unique array of privileges, discounts and value-added benefits. You'll be the first to receive software updates, plus expert answers to your questions, and much more!***

## **Expert, Toll-Free Phone Support When You Need It**

Top quality support from Abra's Technical Support is just a toll-free call away. Our team of experts is dedicated to providing you with fast, responsive telephone support, Monday through Friday, from 8 a.m. to 8 p.m. (EST).

What's more, a number of Abra's Technical Support experts are certified by the American Payroll Association as Certified Payroll Professionals (CPP) to provide more knowledgeable answers to questions regarding payroll processes.

## **24-Hour Access to Abra SupportPlus Online<sup>®</sup>**

Abra SupportPlus Online is an invaluable online resource available exclusively for SupportPlus members through Best Software's web site. Instantly download the latest product updates. You can also join in a Discussion Forum with other professionals, get the latest information on the newest products, training workshops, and more!

## **Abra Solution Center**

The Abra Solution Center is a self-service technical support resource. Located in SupportPlus Online, the Solution Center gives you direct access to a wide range of Abra technical information. Simply enter a description of your desired topic or area of concern, and Abra's online Knowledgebase will provide the solutions fast.

## **Quick and Convenient Electronic Services**

With Abra SupportPlus, you can send technical questions and backup documentation to Technical Support via fax or email. A Technical Support Representative will respond with the information you need.

You can also access the Fax-on-Demand service, seven days a week, 24 hours a day. At the touch of a button, get timely product information faxed to you when you need it.



## **System Enhancements and Updates Delivered Automatically**

You'll receive fast, automatic delivery of important new releases that provide enhancements and updates to your software. This valuable service ensures you receive all the benefits and advantages of the most recent software release.

## **Tax Updates Delivered Each Quarter**

You'll benefit from timely delivery of quarterly and year-end tax updates for your Abra Payroll software. You can be sure that Best Software will automatically keep your software up-to-date for you.

## **Keep Up-to-Date with Free Newsletter Subscriptions**

You'll receive a free subscription to **Abra Talk**, the electronic newsletter exclusively for Abra SupportPlus members. Get the latest insights on HR and payroll, plus tips for getting more out of your software.

*(over, please...)*



You can also subscribe to TechFlash, an electronic newsletter that highlights useful technical and product information - such as troubleshooting tips, answers to frequently asked questions, updates available for download, and other technical matters that are posted in the Abra SupportPlus Online web site - with links that will connect you directly to the site. Register online for Tech Flash on the SupportPlus web site today!

## Special Discounts on Abra Products

Your Abra SupportPlus membership entitles you to special money-saving discounts on Abra products.

## Additional Services and Training Resources Available

### Professional Services

Need your Abra Suite solution implemented fast, but don't have the time or resources to spare? Authorized Best Software Business Partners are available to perform:

- ▶ Installation and Implementation Services
- ▶ Data Conversion Services
- ▶ Custom Crystal Report Writing Services
- ▶ Abra Suite Product Upgrade Services

### Abra Training

Learn to master the many powerful features of your Abra Suite software with an Abra training class. Thousands of customers have attended these classes to increase their productivity even further and learn about the practical, time-saving features of Abra Suite.

Abra's Training classes are held nationwide, featuring year-round, basic through advanced interactive product training.

Now, it's even easier to take advantage of Abra training with web-based training classes. You don't have to travel anywhere .... Simply log on to the internet and complete course instruction within the required time frame, but at your convenience.

Best Software also offers the flexibility of private On-Site Training at your company's facility, scheduled at your convenience. Be sure to ask your Abra representative for more information today!

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### The Abra Suite® family includes:

- Abra HR®
- Abra Payroll®
- Abra Alerts®
- Abra® OrgPlus™
- Abra Attendance®
- Abra Train®
- Abra LearningAction®
- Abra Employee Self-Service™
- Abra Recruiting Solution™

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